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## Massachusetts State 911 Department

### Newsletter

## *Ebola Communications Protocol for PSAPs*



### Ebola Symptoms

- Fever (greater than 38.6°C or 101.5°F)
- Unexplained hemorrhage (bleeding or bruising)
- Severe headache
- Muscle pain
- Weakness
- Diarrhea
- Vomiting
- Abdominal (stomach) pain

## Ebola Response: 24/7 Protocol for Consulting with the Department of Public Health

When responding to an incident involving a person who may have Ebola, it is important to keep in mind that only people who are sick with Ebola can spread the infection to others and that transmission of Ebola is possible only if you have direct contact with blood or other body fluids from a person who is sick with Ebola. Accordingly, if you are not providing emergency medical care or preparing the person for transport, the first rule for protecting yourself is to stay at least 6 feet away from the sick person while assessing the situation.

A first responder or other personnel on scene should contact the Massachusetts Department of Public Health (MDPH) at **617-983-6800** if they want immediate assistance in assessing whether an individual meets the criteria for a suspect case of Ebola. This number will connect the caller to the 24/7 Epi Line, and an epidemiologist will answer the call directly or call back within 10 minutes to assist with assessing the patient's risk for Ebola. If necessary, the epidemiologist will provide guidance on the use of personal protective equipment and other aspects of the patient's care.

As always, MEMA's 24/7 Communications Center serves as a resource to incident commanders and first responders if there is a need for support. Requests for support in responding to and managing incidents may be directed to MEMA's Communications Center at **508-820-2000**. MEMA's Communications Center also serves as a backup to the MDPH if a first responder/incident commander has any difficulty reaching MDPH through the Epi Line or the MDPH Duty Officer.

In summary, first responders or other personnel on scene can reach an MDPH epidemiologist at any time of the day or night by calling the following numbers:

- Primary MDPH 24/7 Epi Line: 617-983-6800
- MDPH Duty Officer: 617-339-8351
- MEMA Dispatch: 508-820-2000

Additional PSAP guidance related to Ebola may be found on the following websites:

- CDC - [www.cdc.gov](http://www.cdc.gov)
- MEMA - [www.mass.gov/mema](http://www.mass.gov/mema)
- MDPH - [www.mass.gov/ebola](http://www.mass.gov/ebola)





Implementation of Next Generation 9-1-1 is underway and the State 911 Department is in the process of reviewing documents from General Dynamics Information Technology, including design documents, security plans, training curriculum, and transition planning. Part of the transition planning includes scheduling of PSAP conversions. We understand the PSAPs are anxious to learn where they will be placed on the schedule, that will in turn assist you in applying for your training grant and schedule required continuing education classes. We expect to start contacting PSAPs in the next couple of weeks to discuss scheduling. Tricia Pries will be managing PSAP scheduling and may be reached at (508) 821-7206 or via email at [Tricia.Pries@state.ma.us](mailto:Tricia.Pries@state.ma.us).

## Updates from our Systems Division

### **Generator Testing**

With winter around the corner, now is the time to ensure all winter preparations to facility systems are underway. These preparations include testing your generator. Ideally, generator tests should occur under load to test all components. Keep in mind while testing the generators under load, power is momentarily lost to all generator-powered circuits while the load is transferred from street power to generator power. Please be sure you confer with your generator vendor for proper guidance in performing any generator tests.

### **DLR Software Maintenance**

The State 911 Department is currently scheduling software maintenance on the Equature DLRs. This software maintenance on the DLR does not affect the PSAP itself and does not require using your alternate PSAP. This maintenance effort only involves the Equature DLR and the Admin PC for the DLR. The technicians need a two to three hour window to complete this maintenance. You do not need to be available during this time, we only need access to these two pieces of equipment. If you have any questions regarding DLR software maintenance, please contact Doug O'Neill via email at [Douglas.ONeill@state.ma.us](mailto:Douglas.ONeill@state.ma.us)

## Updates from our Fiscal Division



The State 911 Department Fiscal Division staff has received a number of inquiries relative to the Next Generation 9-1-1 training and available funding under the FY 2015 Training and EMD/Regulatory Compliance Grant. PSAP training grant allocations are based upon population and call volume. Funding under the EMD/Regulatory Compliance Grant is need-based and is limited to funding the minimum amount required to meet the requirements of 560 CMR 5.0. Coordination and scheduling of training to meet the sixteen (16) hours of required continuing education becomes challenging in light of the implementation of Next Generation 9-1-1 and the required eight (8) hours of call taker training and four (4) hours of administrative training that accompanies it. The State 911 Department is working diligently to finalize the FY 2015 Next Generation 9-1-1 transition schedule in order to assist in planning. PSAPs should contact the State 911 Department Fiscal Division directly to discuss its questions or concerns relative to the EMD/Regulatory Compliance Grant and reimbursement for required trainings.



PSAPs are reminded that, under the Training and EMD/Regulatory Compliance Grant, proof of course completion is required when requesting reimbursement of vendor fees and/or personnel costs associated with trainings. Reimbursement for vendor fees for courses that are conducted over a period of time (such as Just-in-Time training or PLS New Dispatch Pro) may be submitted once all training has been completed. PSAPs should be sure to include certificates for all trainings under the program.



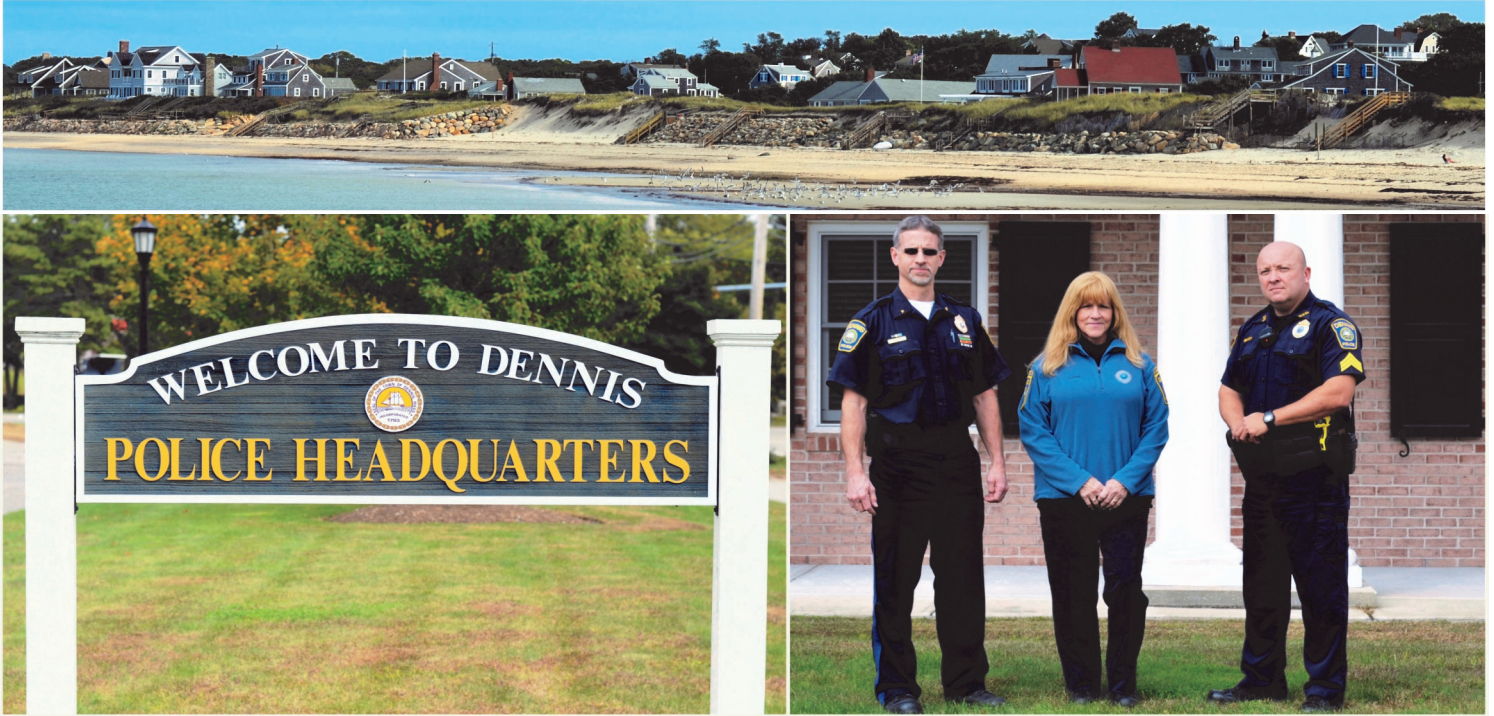
The State 911 Department Fiscal Division wishes to congratulate Pam Silva and the Raynham Police Department on its successful management of its FY 2015 Support and Incentive Grant. Raynham Police Department secured a contract start of July 17, 2014, and submitted its reimbursement on September 5, 2014. Payment was processed to the Town of Raynham on October 9, 2014. Congratulations on a job well done! Spencer Police Department was a close second, closing out their Support and Incentive Grant on October 17, 2014. Hanson Police Department is close on their heels with only \$18 remaining in their Support and Incentive grant. Great Job!



All FY 2015 Training and EMD/Regulatory Compliance and Support and Incentive Grant applications are due on or before **Wednesday, April 1, 2015.**



## On PSAP Patrol with *Ronnie Zuniga* *Dennis Police Department*



**W**hen you think of Cape Cod instantly what comes to mind is summer time, weekend getaways, beautiful vacation homes, delicious restaurants, and miles of sandy shore beaches. However, we seldom stop to think of the public safety personnel that keep it safe and running for all of us to enjoy year round. As such, this month I had the pleasure of travelling to Dennis, MA where I had the opportunity to spend the day with Deputy Police Chief Peter DiMatteo, Dispatcher Dawn Clarke, and Sgt. John Brady of the Dennis Police Department (pictured above in order from left to right).

Dennis is comprised of 47 sworn officers, 6 reserve officers, 4 full time and 2 part time civilian dispatchers, 2-3 summer cadets, and 45 Volunteers In Policing (V.I.P.). V.I.P.'s are retired judges, police officers, lawyers, and ordinary citizens alike whom volunteer to assist the front desk, special events, light duty administrative work, and the community as needed-what a squad! Adding to this dream team is their high school internship program for any student looking to get into law enforcement, a cadet program (must be 18), a regular citizens academy, and an academy for senior citizens.

Dennis maintains 1 dispatcher on at all times and 2 in the summer. At any given moment dispatchers assist the front desk, and answer 9-1-1, business, and emergency lines. They also monitor and answer the radios for DPW, the Beach Dept., Harbor Dept., Dept. of Natural Resources, the Harbor Master, Coast Guard, as well as local and State Police. Fifteen year veteran and former EMT/Firefighter Dawn Clarke states, although some calls are easier than

others, she loves serving her community. In asking Dawn how she copes with those difficult days, she said the support received from her peers and the community is impeccable. You see, Dennis doesn't hold their staff to a "suck it up" type of attitude. Instead they provide support for their entire staff to include dispatchers, through debriefings and professional help if needed. In a recent incident in which a child tragically lost his life, Dennis Fire Department invited Dennis Police Department for a debriefing at their fire house-that's true teamwork and support!

Yet, what truly makes Dennis unique is their eagerness to provide 100% customer/community service. As stated by Deputy Chief DiMatteo "often times police work has nothing to do with the law enforcement aspect". For example, in an apartment fire that left 25 residents without a home, the department was able to convert their training room into a make shift shelter within 90 minutes to aid the displaced residents. Another example is how they work with the Department of Mental Health and proactively go out with a clinician to check up on citizens in need of assistance, such as a referral as well as following up again to make sure the referral was executed. DiMatteo also stressed the importance of making the experience as enjoyable as possible for anyone that may be calling for emergency service. This was echoed by Sgt. Brady when he said they pride themselves on being approachable for any reason. Outstanding!

So next time you think of Dennis-don't just think summertime fun. Think bigger than that! Think all year round inviting, think community, THINK FAMILY!

**Would you like your PSAP to be featured in the "On PSAP Patrol" section of our newsletter?  
Please email Public Education Coordinator, Ronnie Zuniga at [Ronnie.Zuniga@state.ma.us](mailto:Ronnie.Zuniga@state.ma.us)**

# Massachusetts

# 9-1-1

Help is  
at your  
fingertips.



[www.mass.gov/e911](http://www.mass.gov/e911)

Massachusetts



Massachusetts State 911 Department  
1380 Bay Street  
Building C  
Taunton, Massachusetts 02780

SAVE A LIFE. STOP A CRIME. REPORT A FIRE.